



**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

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<http://hawaii.gov/spo>

January 15, 2013

TO:           Executive Departments/Agencies      City & County of Honolulu  
              Department of Education (DOE)      Honolulu City Council  
                  (Excludes Charter Schools)      Honolulu Board of Water Supply  
              Hawaii Health Systems Corporation      Honolulu Authority for Rapid Transportation (HART)  
                  (HHSC) (Excludes Regional System      County of Hawaii  
                  Boards and Hospitals)      County of Hawaii-Department of Water Supply  
              Office of Hawaiian Affairs (OHA)      County of Maui  
              University of Hawaii (UH)      Maui County Council  
              House of Representatives (House)      County of Kauai  
              Senate      Kauai County Council  
              Judiciary      County of Kauai-Department of Water

FROM:       Aaron S. Fujioka  
              Administrator

SUBJECT:    **Change No. 4**  
              SPO Vendor List Contract No. 08-13  
              **INTERNET PORTAL MANAGER AND SERVICES PROVIDER**  
              RFP-08-011-SW  
              Expires January 3, 2016

The following changes are made to the vendor list contract:

- Add the Honolulu Authority for Rapid Transportation (HART) as a Participating Jurisdiction.
- Revise the INTERNET PORTAL SERVICES clause to clarify the allowance of mobile web applications.
- Update Point of Contact information for the House.

The current contract incorporating Change No. 4 is available on the SPO website: <http://hawaii.gov/spo>. Click on *Price List and Vendor List Contracts* at the main menu.

If you have any questions, please contact Wendy Ebisui at 586-0563 or [wendy.mo.ebisui@hawaii.gov](mailto:wendy.mo.ebisui@hawaii.gov).

**STATE OF HAWAII  
STATE PROCUREMENT OFFICE**

**SPO Vendor List No. 08-13**

Includes Change No. 4

Revised 01/15/2013

**INTERNET PORTAL MANAGER AND SERVICES PROVIDER**

(RFP-08-011-SW)

January 4, 2008 to January 3, 2016

**PARTICIPATING JURISDICTIONS** (Portal Partners) listed below are authorized to utilize this vendor list contract:

Executive Departments/Agencies

Department of Education (DOE)

(Excludes Charter Schools)

Hawaii Health Systems Corporation

(HHSC) (Excludes Regional System Boards and Hospitals)

Office of Hawaiian Affairs (OHA)

University of Hawaii (UH)

House of Representatives (House)

Senate

Judiciary

City & County of Honolulu

Honolulu City Council

Honolulu Board of Water Supply

Honolulu Authority for Rapid Transportation (HART)

County of Hawaii

County of Hawaii-Department of Water Supply

County of Maui

Maui County Council

County of Kauai

Kauai County Council

County of Kauai-Department of Water

The participating jurisdictions are not required but may purchase from this vendor list contract, and requests for exception from the contract is not required. Participating jurisdictions are allowed to purchase from other contractors; however, HRS chapter 103D and the procurement rules apply to purchases by using the applicable method of procurement and its procedures, such as small purchases or competitive sealed bidding. The decision to use this contract or to solicit pricing from other sources is at the discretion of the participating jurisdiction.

**POINTS OF CONTACT.** Questions regarding the services listed shall be directed to Sharon Wong, Contract Administrator, at (808) 586-1930 x615.

Procurement questions or concerns may be directed as follows:

Jurisdiction	Name	Phone	Fax	E-mail
Executive	Wendy Ebisui	586-0563	586-0570	<a href="mailto:wendy.mo.ebisui@hawaii.gov">wendy.mo.ebisui@hawaii.gov</a>
DOE (Excludes Charter Schools)	Procurement Staff	675-0130	675-0133	<a href="mailto:DOEProcure@notes.k12.hi.us">DOEProcure@notes.k12.hi.us</a>
HHSC (Excludes all Regional System Boards and Hospitals)	Joe Evanoff	733-4168	733-4460	<a href="mailto:jevanoff@hhsc.org">jevanoff@hhsc.org</a>
OHA	Ernest Kimoto	594-1954	594-1865	<a href="mailto:ErnieK@OHA.org">ErnieK@OHA.org</a> Alt Telephone Contact for Ernie: Shirley Okamoto, Secretary 594-1826
UH	Mathew Chow (Primary) Karlee Hisashima	956-2765 956-8687	956-2096 956-2093	<a href="mailto:chowmatt@hawaii.edu">chowmatt@hawaii.edu</a> <a href="mailto:karlee@hawaii.edu">karlee@hawaii.edu</a>
House	Brian Takeshita	586-6400	586-6401	<a href="mailto:takeshita@capitol.hawaii.gov">takeshita@capitol.hawaii.gov</a>
Senate	Carol Taniguchi	586-6720	586-6719	<a href="mailto:c.taniguchi@capitol.hawaii.gov">c.taniguchi@capitol.hawaii.gov</a>
Judiciary	Newton Sakamoto	538-5805	538-5802	<a href="mailto:newton.t.sakamoto@courts.state.hi.us">newton.t.sakamoto@courts.state.hi.us</a>

Jurisdiction	Name	Phone	Fax	E-mail
C&C of Honolulu	Procurement Specialist	768-5535	768-3299	<a href="mailto:bfspurchasing@honolulu.gov">bfspurchasing@honolulu.gov</a>
Honolulu City Council	Clayton Wong	527-5654	523-4220	<a href="mailto:cwong@honolulu.gov">cwong@honolulu.gov</a>
Honolulu Board of Water Supply	Vicki Kitajima	748-5151	550-9193	<a href="mailto:vkitajima@hbws.org">vkitajima@hbws.org</a>
HART	Paula Youngling	768-6241	587-6080	<a href="mailto:pyoungling@honolulu.gov">pyoungling@honolulu.gov</a>
County of Hawaii	Gilbert Benevides	961-8231	961-8248	<a href="mailto:gbenevides@co.hawaii.hi.us">gbenevides@co.hawaii.hi.us</a>
County of Hawaii-Dept of Water Supply	Ka'iulani Matsumoto	961-7222	961-8657	<a href="mailto:kmatsumoto@hawaiiidws.org">kmatsumoto@hawaiiidws.org</a>
County of Maui	Greg King	270-7488	270-7138	<a href="mailto:greg.king@co.maui.hi.us">greg.king@co.maui.hi.us</a>
Maui County Council	Ross Izumigawa	270-7661	270-7686	<a href="mailto:ross.izumigawa@mauicounty.us">ross.izumigawa@mauicounty.us</a>
County of Kauai	Florence Kakuda	241-4294	241-6297	<a href="mailto:fkakuda@kauai.gov">fkakuda@kauai.gov</a>
Kauai County Council	Ricky Watanabe	241-4188	241-6349	<a href="mailto:rwatanabe@kauai.gov">rwatanabe@kauai.gov</a>
	Nancy Fontanilla	241-4812		<a href="mailto:nfontanilla@kauai.gov">nfontanilla@kauai.gov</a>
County of Kauai-Dept of Water	Fay Tateishi	245-5426	245-5813	<a href="mailto:ftateishi@kauaiwater.org">ftateishi@kauaiwater.org</a>

**INTERNET PORTAL SERVICES** is a self-supporting and cost-effective Internet Portal that provides enhanced access to public information and services. The key components of the Portal system are a "home page" that is designed from a customer or citizen point of view, applications that support on-line processing of licenses, filings, permits, applications, renewals, and database searches, and presentation of information to citizens and businesses. It has been developed and operated without the direct appropriation of any tax dollars. Many services and information are provided to the public at no charge.

Primary funding for the portal comes from transaction costs or additional portal fees for enhanced or value-added services. Under the self-supporting model, multiple revenue sources are identified and established by the Access Hawaii Committee (AHC) to fund the enterprise portal initiative.

This contract is for front-end Web applications to deliver information and services, including:

- Web site and application development;
- Web site and application maintenance;
- Web site and application hosting;
- Marketing;
- Customer service;
- Payment portal and account management;
- Portal development and maintenance; and
- Mobile web applications

To facilitate the integration of application development with State and County systems, the Contractor will provide the following at no additional expense:

- Data conversion to port data from the existing back-end systems or other data sources to the Portal at the Contractor's expense; and
- Development, maintenance, and troubleshooting interfaces to transfer information bi-directionally between the Portal Partner's system and the Portal. Unless separately negotiated between the Portal Manager and a Portal Partner, any

computer and/or communications hardware, software, or service required to implement these interfaces shall be at Contractor's expense, inclusive of all one-time and recurring costs.

Services include expanding portal services by developing new and enhancing existing portal services. Work includes project management, design, programming, testing, deployment, documenting, and marketing. All work on Portal services shall be done with the approval and input of the portal partners and oversight of the AHC.

The Contractor shall negotiate individual Service Level Agreements (SLA) with each agency that needs portal services. All SLAs are subject to the prior approval of the AHC and work shall not commence under any SLA without AHC prior approval.

For each project undertaken, agencies shall work with the Contractor to develop a Statement of Work (SOW) to be developed by the Contractor.

This contract does not include development or maintenance work on back-end applications, hosting back-end applications, storage of partner data, or processing of partner data and internal-only systems, such as:

- Acting as the sole or primary repository of partner-owned data;
- Processing of partner-owned data for internal-only purposes;
- Primary archive, data or image storage, or data or imaging systems containing partner-owned data to be used for internal partner-government purposes; and
- Direct, live access to a Partner's back-end existing system require approval of the Partner(s), the Access Hawaii Committee, and the Information and Communication Services Division (ICSD) of DAGS.

Agencies needing services not covered under this contract shall use the applicable procurement method and its procedures, including seeking Chief Procurement Officer (CPO) approval for an exemption, if applicable.

### Portal Services

The contract allows for the development of new Portal Services to include project management, design, programming, testing, deployment, documenting and marketing. The Contractor will provide Internet application development services and consulting to include: needs analysis research, user testing and research, database development, graphics/web site design, web site maintenance and development of web applications such as database searches, dynamic web sites and other non-transaction based services. The SOW will be developed between the Contractor and the Portal Partner, and approved by the AHC.

The contract allows for management and administrative services to include web site and application development, web site and application maintenance, web site and application hosting, marketing, customer service, payment portal and account management, and portal development and maintenance.

### Expedited Portal Related Services

The Contractor may subcontract work when an agency needs a portal service under the contract immediately that cannot be completed in a time-frame that the Contractor's staff can meet due to workload being performed under this contract. The Contractor shall be paid for such expedited services on a time and materials basis at an hourly rate listed below and cannot be used for non-

contract portal services. All time and materials work for expedited portal services shall be approved by the AHC.

<b>Consulting and Development Services:</b>	<b>Hourly Rates:</b>
General Manager	\$240.00
Software Architect	\$120.00
Senior Project Manager	\$120.00
Project Manager	\$80.00
Senior Business Analyst	\$100.00
Business Analyst	\$70.00
Senior Developer	\$100.00
Developer	\$80.00
Web/Creative Designer	\$60.00
Print Designer	\$75.00
Marketing Executive	\$80.00
Marketing Associate	\$50.00
Financial Management/Billing Specialist/Support Staff	\$70.00
Database Administrator	\$100.00
Security Administrator	\$100.00
Systems Administrator	\$100.00

**VENDOR CODE** for annotation on purchase orders is obtainable from the "Alphabetical Vendor Edit Table Report" available at your department's fiscal office. Agencies are cautioned that the remittance address on an invoice may be different from the address of the vendor code annotated on the purchase order. Therefore, when processing an invoice for payment, be sure that the correct vendor code is used.

**SPO VL CONTRACT NO. 08-13** must be typed on purchase orders or contracts issued against this vendor list contract.

**VENDOR COMPLIANCE.** Prior to awarding a contract, the SPO verified compliance of the contractor with all laws governing entities doing business in the State pursuant to HRS §103D-310(c), and SPO will monitor compliance throughout the term of the contract via *Hawaii Compliance Express (HCE)*. Therefore, purchasing agencies are not required to verify vendor compliance for payments under an approved SLA.

**VENDOR AND PRODUCT EVALUATION** form, SPO-012, is available to agencies for addressing concerns on this vendor list contract. The form can be accessed from the SPO website: <http://hawaii.gov/spo>. Click on *SPO Forms* under the Toolbox/QuickLinks menu.

**VENDOR LIST AVAILABLE ON THE INTERNET** at the SPO website: <http://hawaii.gov/spo>. Click on *Price List and Vendor List Contracts* at the main menu.

  
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Aaron S. Fujioka  
Administrator

# VENDOR INFORMATION

**HAWAII INFORMATION CONSORTIUM,  
LLC**

**[www.ehawaii.gov](http://www.ehawaii.gov)**

201 Merchant Street, Suite 1805  
Honolulu, HI 96813

**CONTRACTOR'S PRIMARY REPRESENTATIVE(S):**

**Russell Castagnaro, General Manager**

*[russell@ehawaii.gov](mailto:russell@ehawaii.gov)*

*Main 808-695-4620*

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**Jing Xu, Program Manager**

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